



**State of Illinois  
Illinois Commerce Commission  
Code Part 737.130  
LEC Electing Providers Quarterly Filing**

**Citizens Telecommunications Company of Illinois d/b/a Frontier Citizens  
Communications of Illinois  
for quarter ending September 30, 2016**

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)**

Credits due to out-of service conditions lasting more than 30 hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$1,680.10	\$951.88	\$2,631.98
B. Number of credits issued for repairs - 30-48 hours:	0	14	12	26
C. Number of credits issued for repairs - 49-72 hours:	0	31	24	55
D. Number of credits issued for repairs - 73-96 hours:	0	20	25	45
E. Number of credits issued for repairs - 97-120 hours:	0	24	8	32
F. Number of credits issued for repairs greater than 120 hours:	0	14	9	23
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	25	23	19	67

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days:	0	0	0	0
C. Number of installations after 10 business days:	0	0	0	0
D. Number of installations after 11 business days:	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	5	21	8	34

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits:	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0